

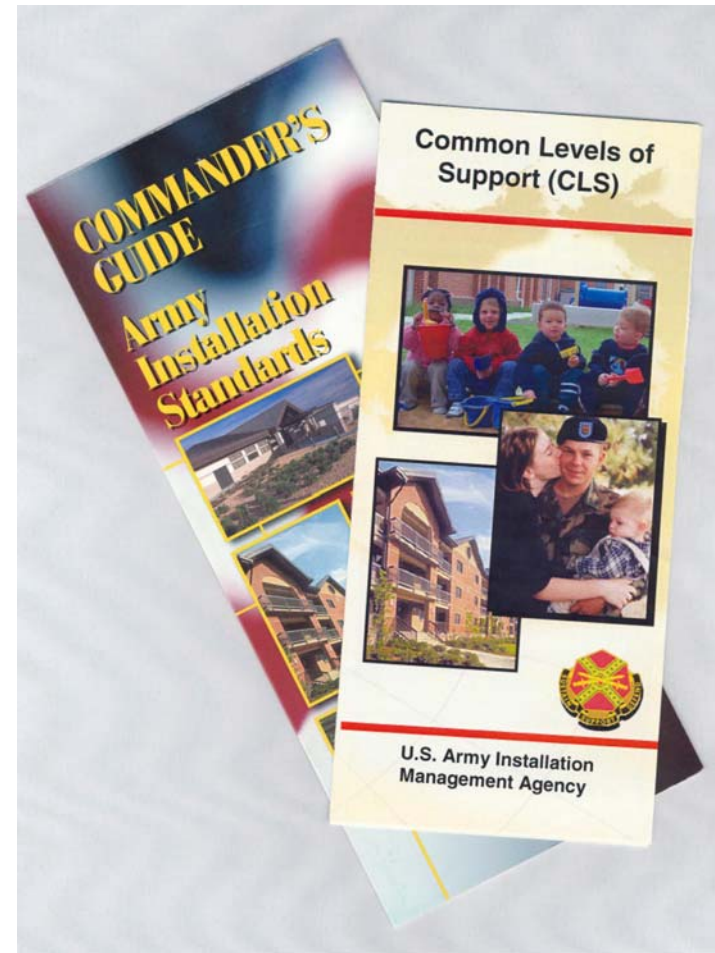


# COMMON STANDARDS



***ISSUED TO THE FIELD IN FY03***

- **INFRASTRUCTURE –  
INSTALLATION DESIGN STANDARDS  
(IDS)**
  - VCSA approved April 2003
  - IMA implements through  
Installation Design Guides (IDG) as  
key component of master plans
- **SERVICES –  
ISR SERVICES STANDARD**
  - VCSA approved August 2003
  - **IMA implements through  
Common Levels Of Support (CLS) to  
distribute limited resources equitably**





# COMMON LEVELS OF SUPPORT IMPLEMENTATION

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## *INTENT OF CLS*

**METHOD FOR ENSURING THE DELIVERY OF  
HIGH QUALITY BASE OPERATIONS  
SUPPORT SERVICES WITHIN THE FUNDS  
AVAILABLE TO THE ARMY YIELDING:**

- Consistency and predictability in service delivery across Army installations worldwide***
- Equitable funding distribution to Army garrisons**
- Visibility of affordable and non-affordable support programs**
- Performance metrics for each service support program to consistently measure every garrison**



# COMMON LEVELS OF SUPPORT IMPLEMENTATION PHASED IMPLEMENTATION

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## PHASE I (FY05)

- Nov 04 - Stand up an Implementation Team
- Mar 05 - Garrisons submit data by SSP, impacts and **initial implementation plan (Demographics, Geographics, Mission)**
- May 05 – IMA HQ adjust SSPs, data configuration and refine SSP requirements
- Jun 05 - Conduct CLS Decisions for FY 06
- July 05 – **IMBOD notified of FY06/07 outcomes**
- Jul 05 – Sep 05 – Deliberate strategic communication on CLS to constituents

## PHASE II (FY 06-07)

- Oct 05 - Nov 06 – Garrisons given revised FY 06/07 funding targets  
Initial implementation guidance by Service, by SSP

## PHASE III (FY 07)

- Full Implementation
  - People moved in coordination with Standard Garrison Organization and CLS
  - Dollars aligned with Service and SSP
- Measure & evaluate performance through Activity Based Costing/ Performance Management Review



## COMMON LEVELS OF SUPPORT DEVELOPMENT GUIDING PRINCIPLES

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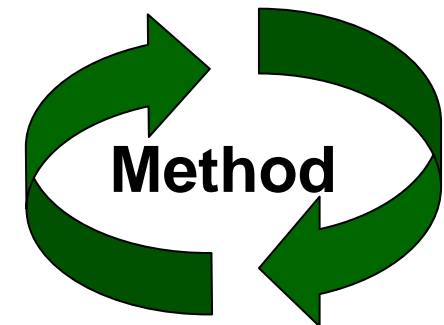
- **HQDA establishes the service standard**
- **Services divided into discrete components called Service Support Programs (SSPs)**
- **SSPs funded to standard or not at all – what we do, we will do well!**
- **Model starts with HQDA-established funding**
- **SSPs evaluated for contribution to Army; funded levels adjusted accordingly**
- **Soldiers, civilians, and families will be aware of what services will be provided**



# COMMON LEVELS OF SUPPORT DEVELOPMENT INITIAL DEVELOPMENT PHASES



- PHASE 1**            **SERVICE ANALYSIS TEAMS (SATs)**
- PHASE 2:**        **VALIDATION OF SAT RESULTS**
- PHASE 3:**        **VALIDATION OF COMMON LEVELS OF SUPPORT  
DECISION SUPPORT TOOL**



**Completed Phases 1-3 for 54 Services**  
**Developed by constituents and functional experts**



# COMMON LEVELS OF SUPPORT DEVELOPMENT

## 54 BASE OPERATIONS SUPPORT SERVICES



Services	Services
07. (Military) Personnel Manning	48. Other Utility Services
08. (Military) Personnel Services	52. UPH Management
09. Substance Abuse	53. Facilities Engineering Services Management
10. Army Community Services	54. Master Planning
12. Sports, Recreation and Libraries	55. Real Estate/Real Property Administration
14. Continuing Education Services	57. Custodial Services
15. Communication Systems and System Support	58. Indoor Pest Control
16. Visual Information Systems	59. Outdoor Pest Control
17. Document Management	60. Refuse Removal
18. C2 Protect (Information Systems Security)	61. Snow and Sand Removal
19. Automation	68. Fire and Emergency Response Services
20. Information Technology Management	69. Program/Budget
21. Installation Security Program Mgt Support	70. Support Agreement/MOU/MOA Management
23. Ammunition Supply (Services)	72. Installation TDA Management
24. Retail Supply	73. Management Analysis
25. Central Issue Facility	79. Administrative & Civil Law
26. Asset Management	80. Criminal Law & Discipline
27. Materiel Support Maintenance	81. Client Services
28. Transportation Services	82. Religious Support
29. Food Services	83. (Chaplain) Special Staff Work
30. Laundry & Dry Cleaning Services	84. Community Relations
40. Maint. - Improved Grounds	85. News Media Facilitation
41. Maint. - Unimproved Grounds	86. Information Strategies
44. Heating/Cooling Services	91. Installation Management
45. Water Services	92. EEO (Equal Employment Opportunity)
46. Waste Water Services	94. Internal Review
47. Electrical Services	95. Installation Safety and Occupational Health



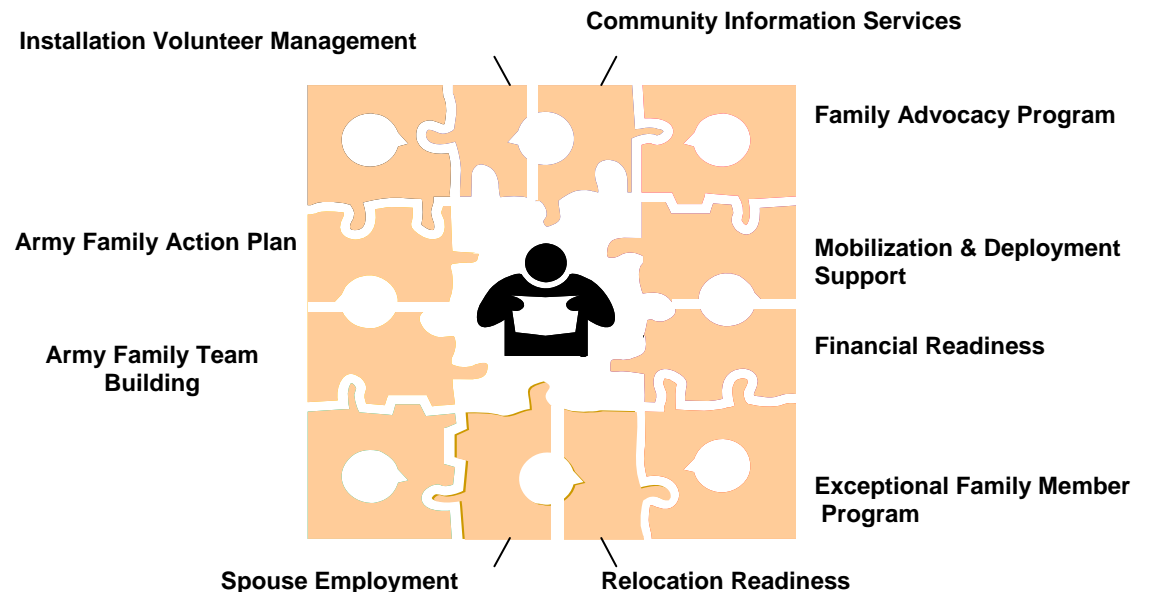
# COMMON LEVELS OF SUPPORT DEVELOPMENT SAT PROCESS



## SERVICE ANALYSIS TEAMS

- IDENTIFIED SERVICE SUPPORT PROGRAMS
- PRIORITIZED SERVICE SUPPORT PROGRAMS
- IDENTIFIED % OF SERVICE COST
- DEVELOPED PERFORMANCE MEASURE TARGETS

SERVICE ANALYSIS TEAM MEMBERS  
HQDA PROPONENTS, IMA FUNCTIONALS,  
GARRISONS, MACOMs/ICs, CONSTITUENTS



**SERVICE SUPPORT PROGRAMS(SSPs)**



# SCORING CRITERIA

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Derived from '04 Army Posture Statement

**Readiness** - Preparedness of a unit is to accomplish its primary missions; right people, training, adequate equipment levels/maintained equipment (includes info tech connectivity & compatibility) mobilization capability, safety and health.

**Projecting Power** - Rapid mobilization & deployment of manpower, materiel and equipment to theater.

**Well-Being** - The personal-physical, material, mental, and spiritual-state of Soldiers and their families, civilians, and contractors that contributes to their preparedness to perform and support The Army's mission.





# COMMON LEVELS OF SUPPORT DEVELOPMENT ESTABLISHING SSP PRIORITIES

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## SSPs IDENTIFIED AS EITHER:

- **MUST FUND**
  - ✓ Required by law
  - ✓ Providing foundation functions and skill sets for minimum level of service management (i.e., “open the doors”)
  - ✓ Yielding service failure if not provided (i.e., the “breakpoint”)
- **DISCRETIONARY**

Scored according to impact *on Projecting Power, Readiness, and Well Being*

  - Direct Impact (801-1200 points)
  - Indirect Impact (401-800 points)
  - Peripheral Impact (1-400 points)



# COMMON LEVELS OF SUPPORT RESULTS

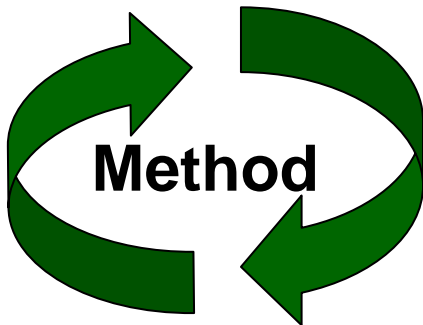


## 54 SERVICES

373 SERVICE SUPPORT PROGRAMS (SSPs)

246 SSPs IDENTIFIED AS MUST FUND

127 DISCRETIONARY SSPs SCORED & PRIORITIZED



CLS provides the detail to articulate funding shortfalls



# COMMON LEVELS OF SUPPORT RESULTS FUNDING DETAILS



## 54 SERVICES



### 373 SERVICE SUPPORT PROGRAMS (SSPs)

Total Requirement \* = \$3.7 B

PRESBUD Funding = \$2.6 B

246 MUST Fund SSPs = \$3.0 B

**Shortfall To Meet Must Funds = \$ . 4 B**

without additional resources SRM  
continues as billpayer

**127 Discretionary SSPs = \$ 712 M**

- Direct Impact to Mission SSPs (1-27) = \$247 M
- Indirect Impact to Mission SSPs (28-111) = \$407 M
- Peripheral Impact to Mission (112-127) = \$ 58 M

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**TOTAL UFR w/in CLS = \$1,105 M\***

**\* This is only a portion of Base Support Requirement for these 54 services**



# COMMON LEVELS OF SUPPORT IMPLEMENTATION

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- **Implementation of CLS is tailored to each garrison's unique situation dependent upon:**
  - **Demographics**
    - E.g., dining facilities required at Ft. Bragg; no significant soldier population at Yuma PG means no dining facilities required
  - **Geographics**
    - E.g., snow removal required at Ft. Greely; no snow removal required at Ft. Huachuca
  - **Mission**
    - E.g., extended hours of training at Ft. Drum requires extended hours of gymnasium operation; standard duty hours at Ft. Monroe means normal gymnasium hours
- **Requirements above established CLS**
  - Emergency or urgent one-time mission-based requirements will be met
  - Recurring requirements will be met if approved by the Executive Office of the Headquarters



# SSP CLASSIFICATION DEFINITIONS

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- **MUST FUND—**
  - Required by law or DOD Directive if rooted in law
  - Providing foundation functions and skill sets for minimum level of service management (i.e., open the doors)
  - Yielding service failure if not provided (i.e., the breakpoint)
- **DISCRETIONARY---**
  - All Service Support Programs that are not considered must fund and may be funded at IMA discretion (i.e., pending sufficiency of funds)



# SCORING CRITERIA DEFINITIONS

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***DIRECT IMPACT ON ARMY MISSION*** (Projecting Power, Readiness, Well Being): Clear one-to-one cause/effect relationship between provision of the service and the Army's ability to conduct its mission

e.g., Provision of new OCIE Fielding Support (Service 25, Central Issue Facility) If OCIE fielding support is not provided, it is a certainty that Army's ability to conduct its mission is immediately affected



# SCORING CRITERIA DEFINITIONS

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***INDIRECT IMPACT ON ARMY MISSION*** (Projecting Power, Readiness, Well Being): Definite, but ancillary, relationship between provision of the service and the Army's ability to conduct its mission

e.g., Perform Scheduled Pest Management Services for Outdoor Mission Critical Areas (Service 59, Outdoor Pest Control) If scheduled pest control is not accomplished, it is not a certainty that it will have an immediate impact on the Army's ability to conduct its mission



# SCORING CRITERIA DEFINITIONS

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## ***PERIPHERAL IMPACT ON ARMY MISSION***

**(Projecting Power, Readiness, Well Being):** Incidental relationship between provision of the service and the Army's ability to conduct its mission

e.g., Provide Tree Removal Services (Service 40, Maintenance of Improved Grounds) If tree removal services are not provided there is no apparent impact on the Army's ability to conduct its mission